

# NGA Information Quality Guidelines

The Office of Management and Budget (OMB) has issued [government-wide information quality guidelines](#) in accordance with Section 515 of the Treasury and General Government Appropriations Act for Fiscal Year 2001. The purpose of these guidelines is to ensure and maximize the quality, utility, objectivity, and integrity of information disseminated by Federal agencies.

## Information Quality Assurance Process

NGA has adopted well-established quality assurance techniques to ensure the quality of information disseminated. Information is subject to internal agency quality control and audit, before being disseminated to the public. When NGA posts information on its website, it adheres to NGA's Clearance for Public Release process. NGA's quality assurance techniques and methods include certification of information prior to official release to ensure that erroneous data are not released or to identify data of marginal quality.

## How to submit an information quality correction request to NGA:

Persons who believe that NGA has disseminated information that does not meet its guidelines, or those of the OMB and who wish to follow a formal complaint process, may send their complaint to the NGA Office of Corporate Relations, Public Affairs Office, Public Release Officer at the following address:

NGA Public Release Officer  
4600 Sangamore Road  
Mail Stop D-54  
Bethesda, MD 20816-5003.

Notification by electronic mail may be sent to *queries@nga.mil*.

Persons wishing to file a complaint relating to the quality of information disseminated by NGA should:

- Identify themselves and indicate where and how they may be reached;
- Identify, as specifically as possible, the information in question;
- Indicate how they are affected by the information about which they are complaining;
- Carefully describe the nature of the complaint, including an explanation of why they believe the information does not comply with Office of Management and Budget (OMB), or agency specific guidelines; and
- Describe the change requested and the reason why the agency should make the change.

Exclusion of this information may result in a complainant not receiving an adequate response to the complaint or greatly reduce the usefulness or timeliness of any response. Complainants

should be aware that they bear the burden of establishing that they are affected persons and showing the need and justification for the correction they are seeking, including why the information being complained about does not comply with applicable guidelines.

### **How to make an administrative appeal:**

If a complainant is dissatisfied with the initial response to a complaint, he or she may submit an appeal. A complainant may appeal within forty five days of the date the agency notified them how it would handle the complaint or one hundred and five days from the date on which the agency first received the complaint, whichever is later. The appeal request should contain the same contact and descriptive information that was provided in the original complaint and the specific reasons why the initial agency response was not satisfactory. The appeal authority within NGA is the Chief Information Officer (CIO). Once the CIO has rendered an appeal decision, the affected person will be notified. Appeals should be addressed to:

NGA Chief Information Officer  
4600 Sangamore Road  
Mail Stop D-166  
Bethesda, Maryland 20816-5003

### **These guidelines do not apply to the following:**

- Information intended to be limited to distribution to government employees, or NGA contractors, grantees; or for products produced for the exclusive use of Title 10 and Title 50 agencies pursuant to 10 U.S.C. §455.
- Government information intended to be limited to intra- or inter-agency use or sharing of information, such as strategic plans, performance plans, program reports, operating plans, or budgets;
- Responses to requests for Departmental records under the Freedom of Information Act, the Privacy Act, the Federal Advisory Committee Act, or other similar laws;
- Correspondence or other communications with individuals or organizations;
- Press releases (except where the press release itself is the primary source of the information);
- Congressional testimony;
- Archival records;
- Public filings;
- Subpoenas or adjudicative processes;
- Information clearly represented as opinion and not an official agency or Departmental representation;

- Policy guidance recommendations or statements or summaries of agency policies, procedures, or programs;
- Statements of legal policy or interpretation;
- Final agency decisions, settlements in litigation and descriptions of these settlements, or determinations of legal force and effect, such as wage determinations;
- Information Protected by a FOIA Exemption; and.
- Intelligence information.